

ARMY
One Source



AIR FORCE
One Source

Army & Air Force One Source

Information Brief

Improving Well Being



What is One Source?



Who Is One Source For?

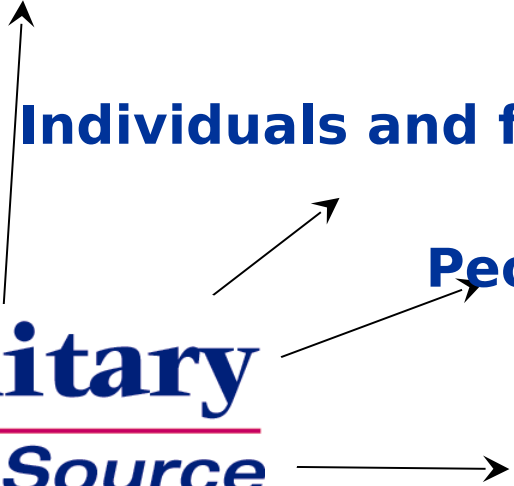
Anyone needing support services - anytime

Individuals and families separated from installations

**People who don't have time to
access on base resource**

**Those who prefer the
convenience of a phone call or an
email**

**Military
*One Source***



Eligibility & Privacy

● Eligibility

- Active duty, National Guard, Reservists and family members
- Deployed Civilians and their families

● Privacy

- One Source may be used anonymously
- You will get a privacy statement explaining the limits of confidentiality when you use the service

How the Service Works



Phone

Call toll-free or collect



Research

Our research staff will get you the information you need



Consultants

Master's level One Source
Consultants answer phones
live

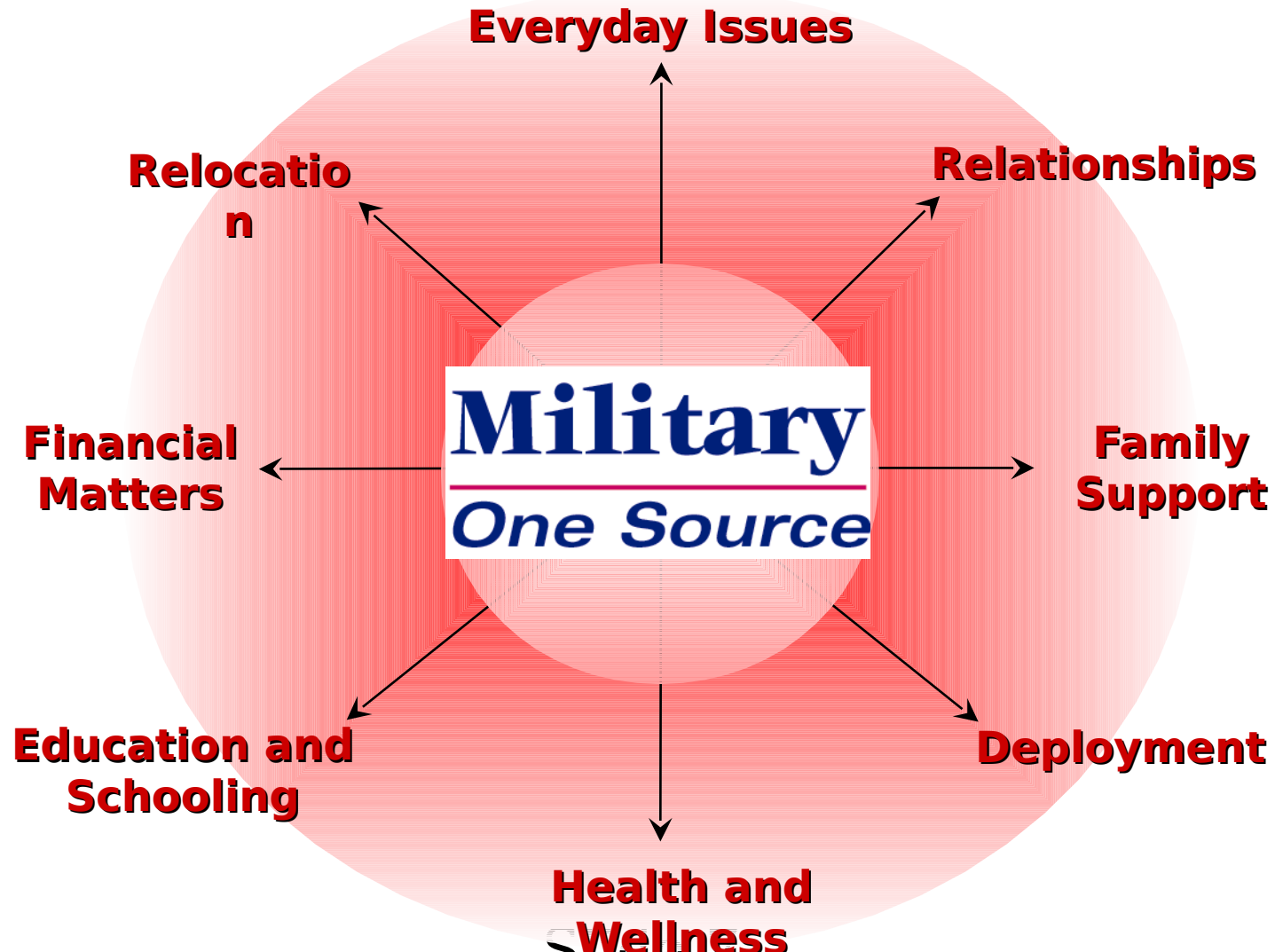
24 hours x 365 days



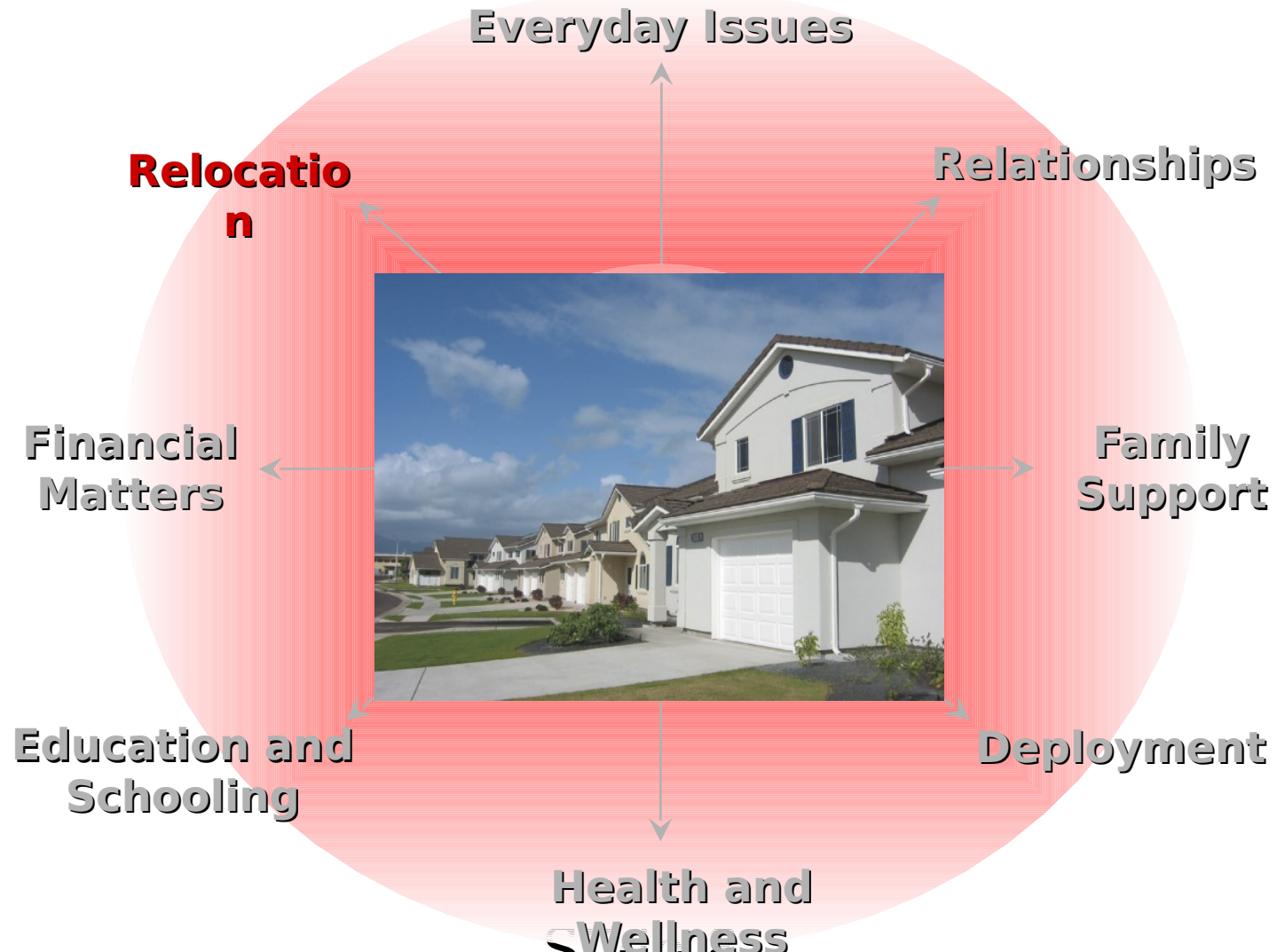
Follow-up

Within 7 days or as mutually
agreed upon by caller and
consultant

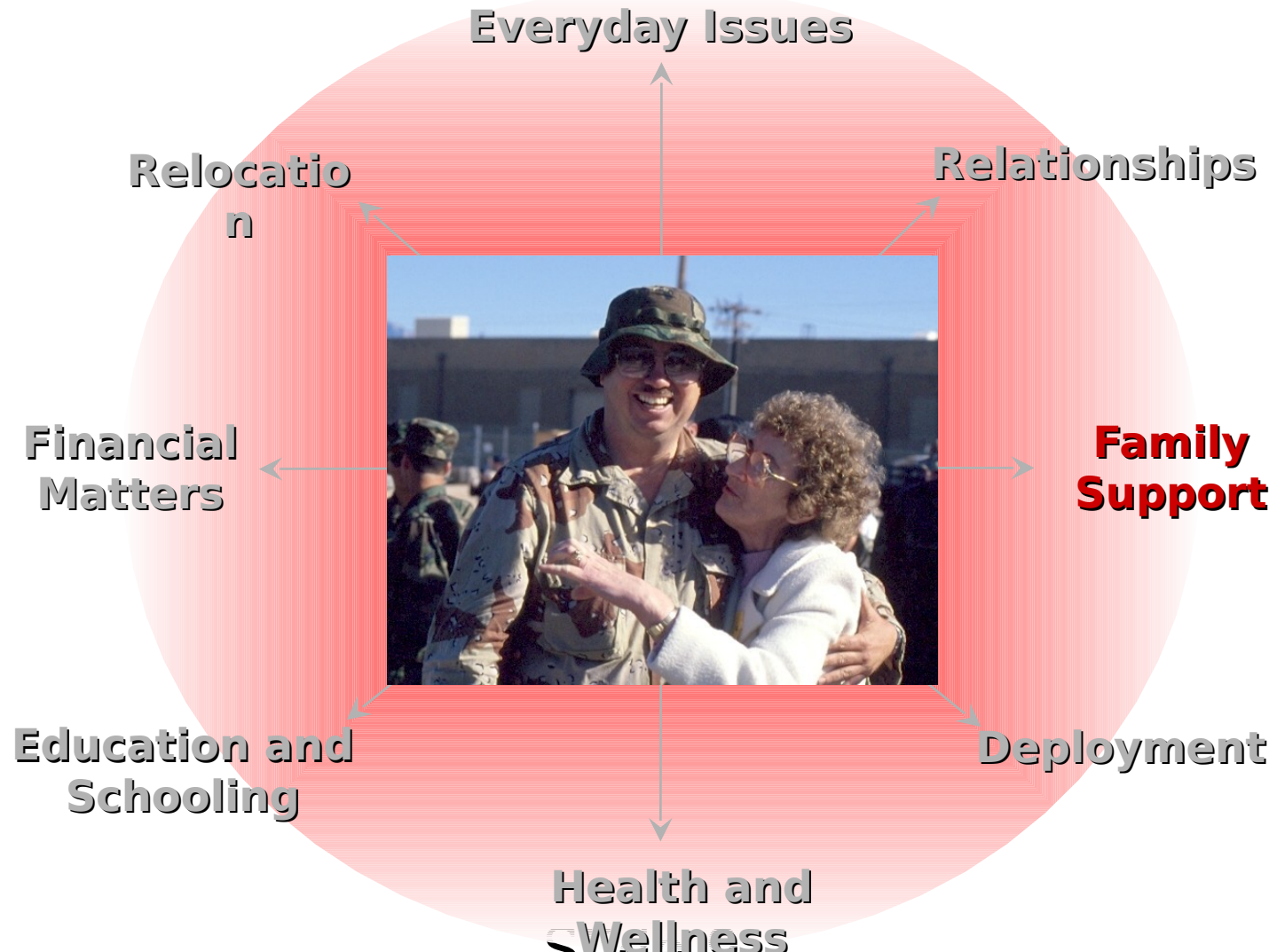
One Source Scope



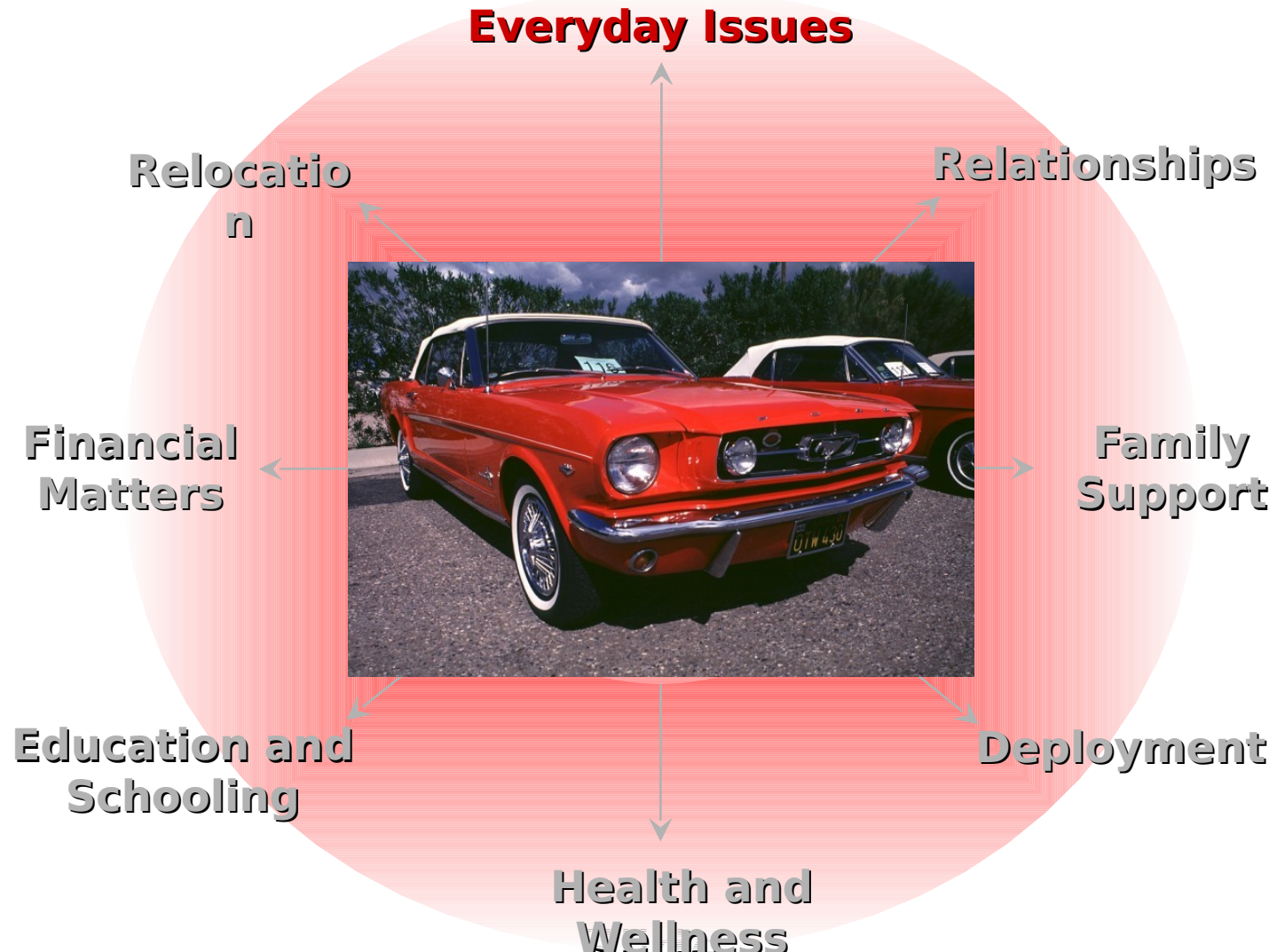
One Source Scope



One Source Scope



One Source Scope



One Source Consultants

- **Masters level consultants at the call center and licensed Masters level counselors in your community**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible phones**
- **One source Online is accessible for low vision users needing assistive technologies (section 508 compliant)**



One Source Research Team

Let us do the leg work for you

● **Dedicated research teams knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**
- **Military Life**

● **Customized research to answer your questions**



One Source Quality Commitment

We are committed to the highest quality experience

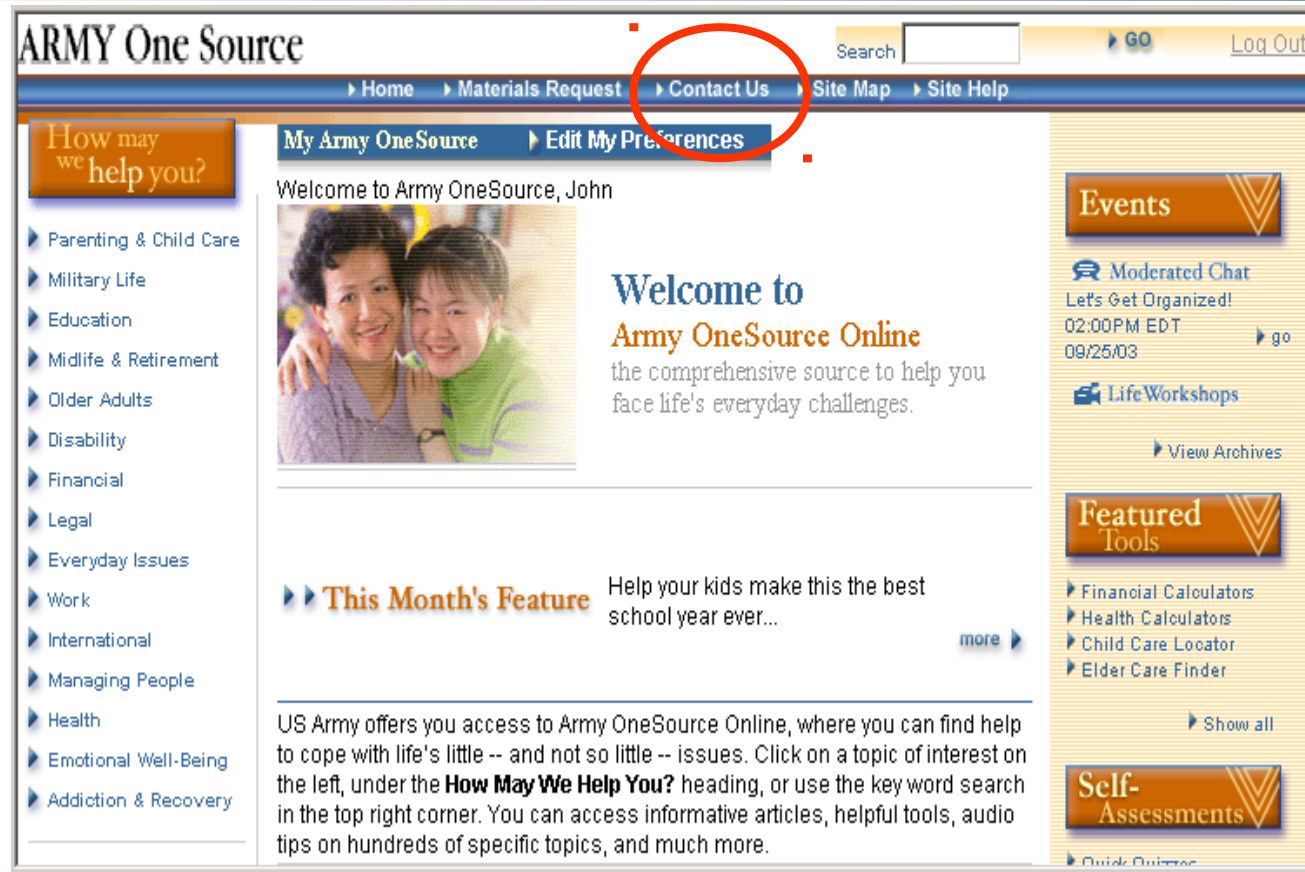
- Soldiers and eligible participants call us or request information online
- We answer the phones **in person** 24 x 7 x 365
- We follow-up as mutually agreed upon by caller and consultant
- We assure quality with Customer Satisfaction Surveys
- Ongoing quality assurance meetings with the Army and the contractors

One Source Online

Online access:

- URL:
www.armyonesource.com
- User id:
Army
- Password:
onesource

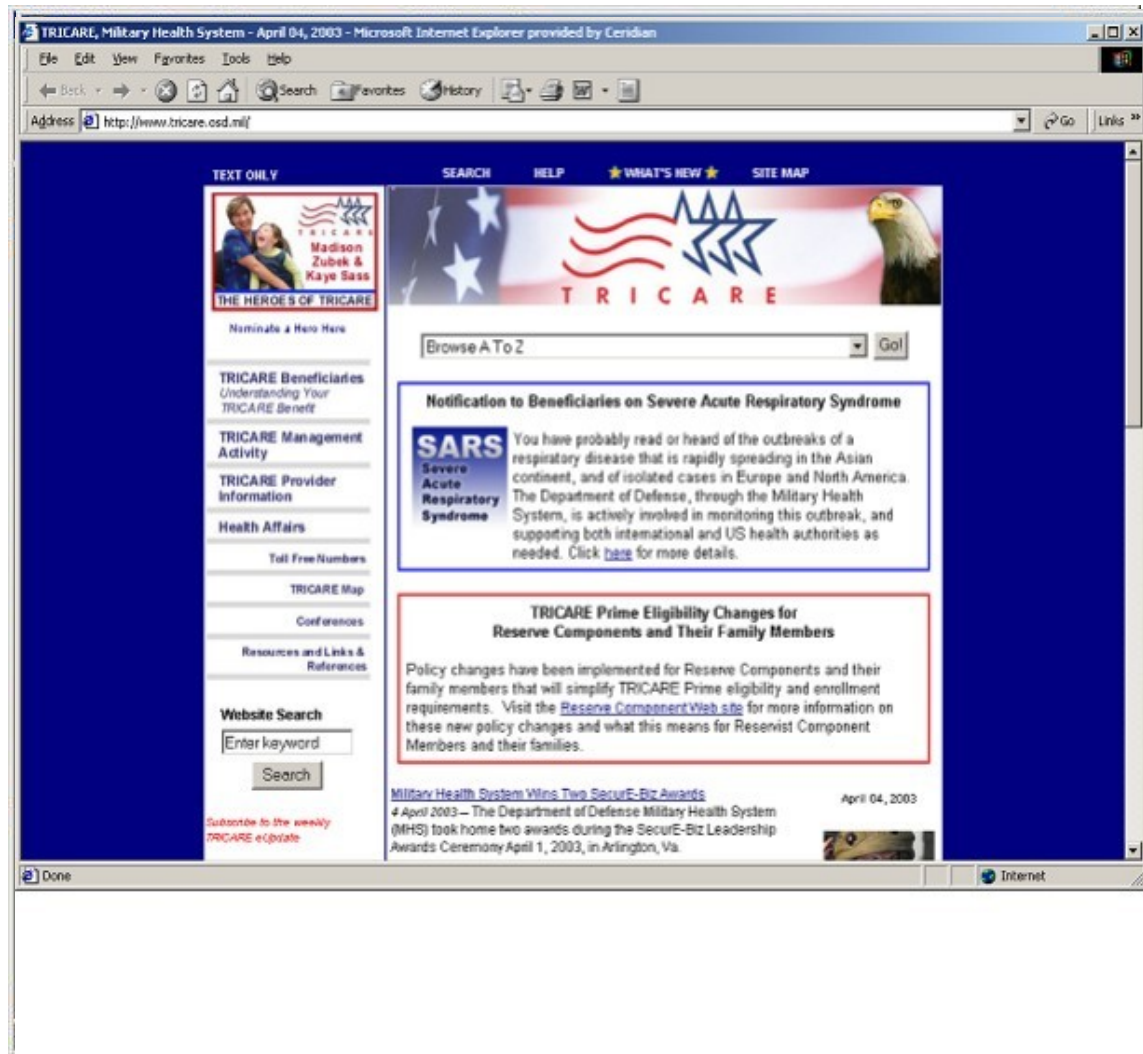
- URL:
www.airforceonesource.com
- User id:
airforce
- Password:
ready



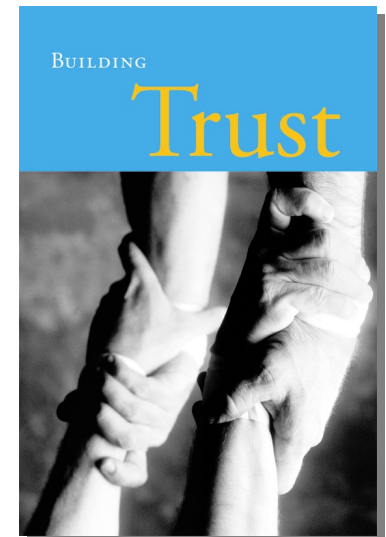
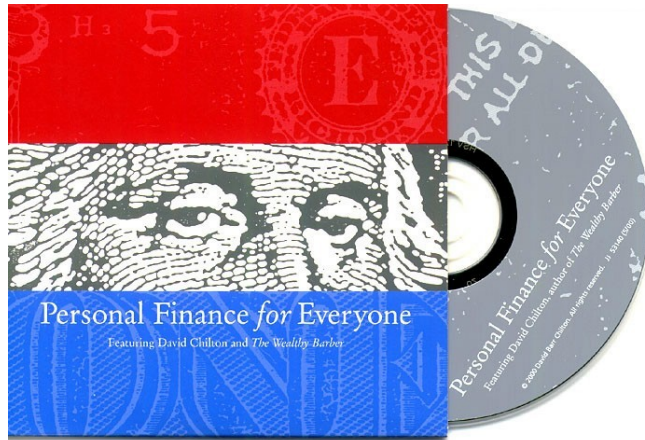
One Source Online

Online access:

- ◆ Life Workshop & Moderated Chat
- ◆ Self-Assessment Tool
- ◆ Calculators
- ◆ Online Locators
- ◆ Resource Rooms
- ◆ Other Military Resources
- ◆ Educational Materials



Educational Materials



Slide

Counseling for Army Only

- **Counseling sessions in your community**
- **Licensed Masters level counselors**
- **Short term problem resolution**
 - **Family issues**
 - **Adjusting to return from deployment**
 - **Grief counseling**
- **No charge to Soldiers or family members**
 - **Marital issues**
- **Available after duty hours**



Army One Source TELEPHONE ACCESS

● **From the United States**
1-800-464-8107

● **From: Germany, Italy, England, and
the Netherlands**

Toll-free: 00-800-4648-1077

● **From South Korea toll-free:**

➤ **From a DSN phone dial 550-
ARMY**

➤ **Callers with DACOM as their
local provider must dial: 002-
800-4648-1077**

➤ **Callers with KT as their local**

● **callers who experience any difficulty
should call their local operator and ask
to make a collect call to: 484-530-5889**

● **TTY/TDD**
1-800-346-9188

● **En Español**
1-800-375-5971



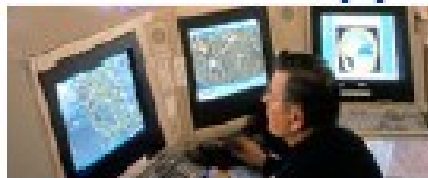
AIR FORCE
One Source

Air Force One Source TELEPHONE ACCESS

- From the United States
800-707-5784
- From outside the United States
ONLY
Toll free: 800-7075-7844
(please dial all 11 digits)
- TTY/TDD
800-346-9188
- En Español
888-732-9020
- Callers who experience any difficulty
should call their local operator and ask
to make a collect call to: **484-530-5889**

TITAN CORPORATION

A 11,000-person, \$1.5 billion enterprise leading provider of systems and services for national security and the security of our homeland, Titan provides technology, products, and services focused in four often overlapping and synergetic market areas:



Enterprise Information Technology

Enabling seamless connectivity from the strategic to the tactical level of a customer's critical enterprise

C4ISR

Delivering system-level solutions for Command, Control, Communications, Computers, Intelligence, Surveillance & Reconnaissance



Homeland Security

Supporting first responders, securing American borders and continuing to combat the War on Terrorism

Transformational Programs

Developing systems that meet or exceed operational requirements on an accelerated schedule



CERIDIAN CORPORATION

- **Employs more than 9,500 professionals in 80 facilities**
- **Multi-national company providing Human Resources, Workplace Productivity and Payroll Services to more than 20M employees**
- **Exceeded 1.1 billion total revenue in 2002**
- **30 years in the work/life industry**
- **48 of the 2002 Working Mother “100 Best Companies To Work For”**
- **44 of Fortune 100 companies**

Best in Class Quality of Life Initiatives

USSOCOM IBM General Electric
Allstate
Marine Corps Humana USSOUTHCOM
Bank of
Marriott Deloitte & Touche American-Martin
US Bank Gannett Publishing J.P. Morgan Chas
Merck
USEUCOM Eastman Kodak
Johnson & Johnson US Air Force FDIC
USCENTCOM
DuPont
US Army CitiCorp US Navy
Xerox

Assistance When You Need It

Someone will always be there to help you

- When you need someone to talk to
- When you're moving to a new town
- When your child won't sleep through the night
- When you and your family need help adjusting to deployment & return cycles

